



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Mpower Communications Corp.**  
**Mpower Communications of Illinois**  
**for quarter ending March 31, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,823.19	\$288.82	\$923.07	\$3,035.08
B. Number of credits issued for repairs - 24 - 48 hours	45	34	21	100
C. Number of credits issued for repairs - 48 - 72 hours	14	7	5	26
D. Number of credits issued for repairs - 72 - 96 hours	7	3	5	15
E. Number of credits issued for repairs - 96 - 120 hours	5	0	1	6
F. Number of credits issued for repairs > 120 hours	3	0	1	4
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>January</b>	<b>March</b>	<b>March</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**

Section 730 C & D reflect answer times for all markets - cannot extract Illinois only.  
Section 730.30 - Not able to report at this time.